

FAQ Answers

What is Save Your Local?

Save your Local is a collaboration between various entrepreneurs in South Africa. We wanted to be able to use our skills and experience to assist small and medium size businesses in South African during the Covid-19 lockdown.

Save your Local is a non-profit company which has secured, on a pro bono basis, the services of a number of partner businesses which have worked together to create a marketplace where small businesses can advertise their goods and services and sell vouchers which can later be redeemed at their establishments.

Who built this? And why?

A number of businesses and people have all been involved to ensure that Save Your Local was able to launch and assist businesses as fast as possible. Have a look at the tab at the top of our landing page, to see who has been involved.

We have all been involved with or built small businesses of our own, and we are aware of the stresses placed on business owners at this time. Some of us share the same concerns and worries.

How does saveyourlocal work?

We provide a platform which facilitates the advertising and sale of vouchers by local businesses or Merchants. If you wish to purchase a voucher or make a donation to the establishment of your choice, you will be directed to an affiliate website to complete the transaction. The affiliate website is selected by the listed Merchant.

What kinds of businesses can participate?

Any small business can apply for registration, subject to the requirements of the affiliate platforms selected to complete the sale of the voucher.

Why isn't my favourite business on your site?

If you want to support a business that isn't reflected, please let them, and us, know. If they register, we can assist them with registering as a merchant (there is a validation process that they must work through). Once they are loaded as a merchant, you can support them.

Is this just for Jo'berg, Cape Town and Durbs? Can you do this for my city?

If a business registers successfully with one of the affiliate websites which fulfils the voucher process, they can be reflected on our platform.

Why do you want so much paperwork from me before registering as a merchant?

We want to minimise any risk that there may be in inadvertently listing a fraudulent voucher or business.

Why do you have affiliate websites and who are they?

We provide a platform which facilitates the advertising and sale of vouchers by local businesses. If you wish to purchase a voucher or make a donation to the establishment of your choice, you will be directed to an affiliate website to complete the transaction. The affiliate website is selected by the listed business.

Rather than building out a tech capability of our own, we have partnered with the experts to speedily provide a much needed service to small businesses.

We are busy contracting with affiliate websites and who these affiliates are will change as the number of listings on our platform grows. For example, we have an arrangement with Hyperli, which is able to provide us with the services and tech required to provide vouchers to customers. They have agreed to absorb all costs on their side, so that 100% of the funds go to your chosen business.

If a Merchant has a preferred voucher platform and we have an agreement with them, then the Merchant can be linked to that voucher platform. If the Merchant has no preferred voucher platform, then we will connect them with one of the voucher platforms.

How do the affiliates work?

Any platform that can assist the Merchant in delivering a voucher to a customer can be linked to our site, provided that:

- They charge us and the Merchants RNIL in fees
- 100% of the payment received from customers goes to the Merchant listed
- The affiliate platform is responsible for vetting the Merchant from a KYC perspective to avoid fraud
- They agree to comply with our terms and conditions regarding personal information

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